

IBMhq Test Case Execution Report

Test Case Name:Route Incident- 1

Requirement Name: CX

Execution Start Time:2020-08-06 15-22-57

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
25	24	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

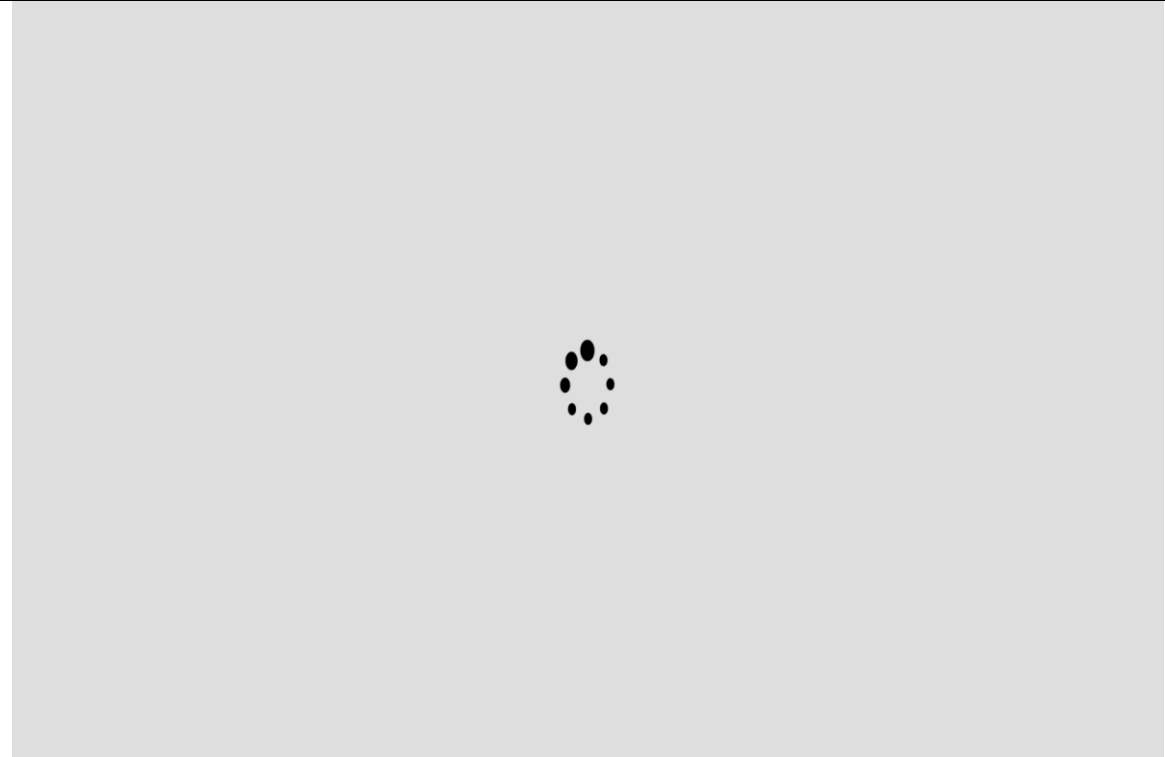
Step Description: Enter *** in PASSWORD

Expected Result: *** should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



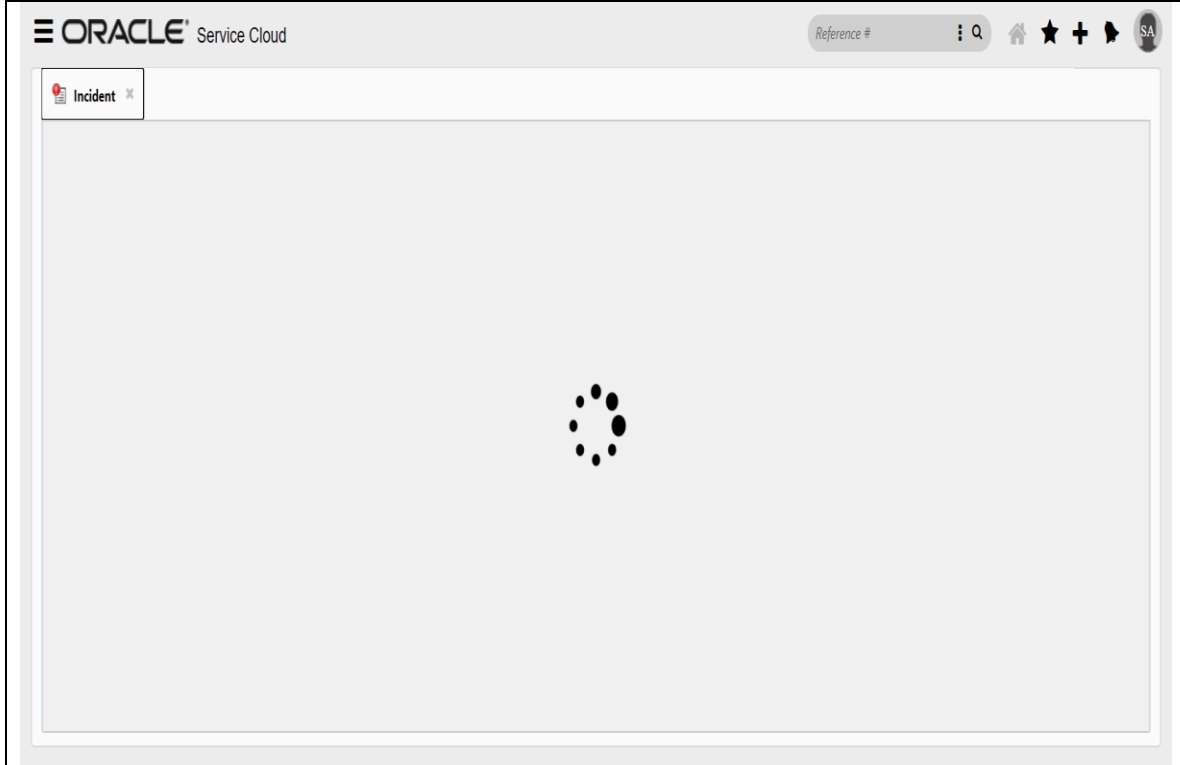
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



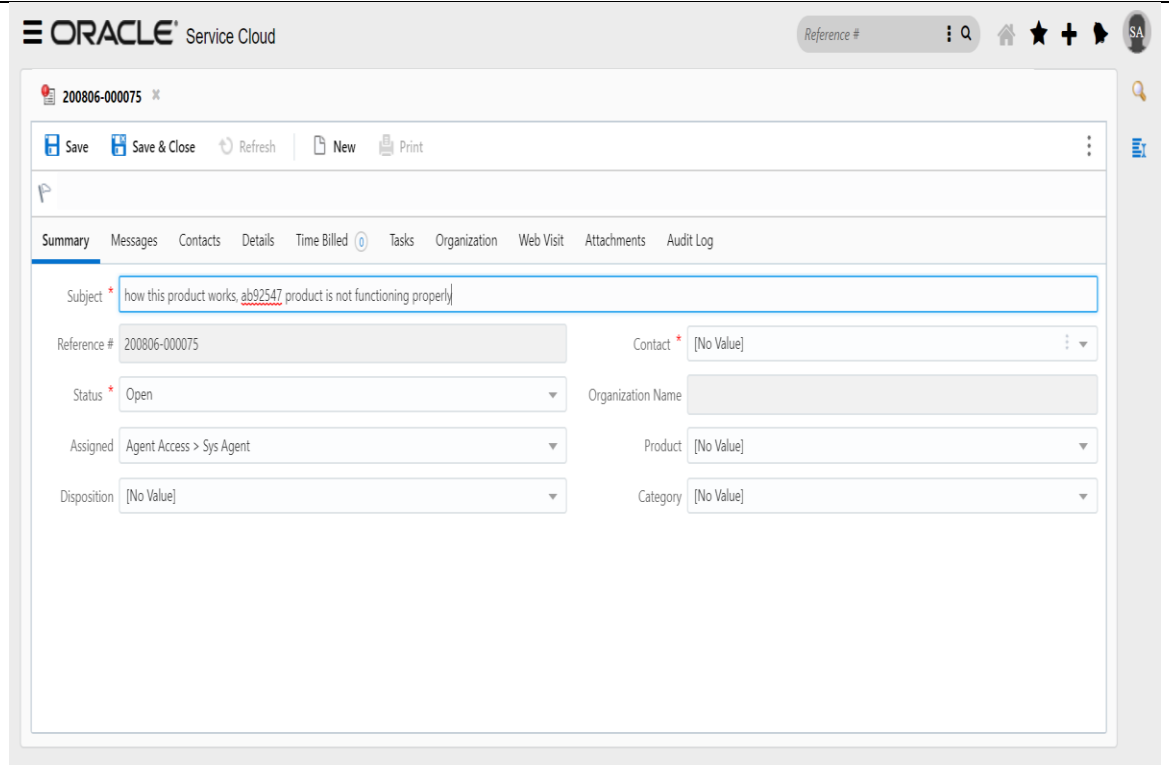
Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass



The screenshot displays the Oracle Service Cloud interface for an incident record. The header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. Below the header, a tabbed interface shows 'Summary' as the active tab. The 'Subject' field is highlighted with a blue border and contains the text 'how this product works, ab92547 product is not functioning properly'. Other fields include 'Reference #' (200806-000075), 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Contact' ([No Value]), 'Organization Name', 'Product' ([No Value]), and 'Category' ([No Value]). The interface includes standard action buttons like 'Save', 'Save & Close', 'Refresh', 'New', and 'Print'.

ORACLE Service Cloud

Reference #

200806-000075

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000075

Contact * [No Value]

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top navigation bar includes the Oracle logo, 'Service Cloud', and a search bar. The case record is for reference # 200806-000075. The 'Summary' tab is active, showing the subject 'how this product works, ab92547 product is not functioning properly'. The 'Contact' field is highlighted, showing 'Adam Smit' selected from a dropdown menu. Other fields include 'Reference #', 'Status' (Open), 'Assigned' (Agent Access > Sys Agent), 'Disposition' ([No Value]), 'Organization Name', 'Product' ([No Value]), and 'Category' ([No Value]).

Oracle Service Cloud

Reference #

200806-000075

Save Save & Close Refresh New Print

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000075

Contact * Adam Smit

Status * Open

Organization Name

Assigned Agent Access > Sys Agent

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' tab and a list of fields: 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently selected, and its dropdown menu is open, showing a search bar and a list of agents: 'Minhaj Ameen', 'Sys Agent', and 'All'. 'Sys Agent' is highlighted. The right main panel shows a form with fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]). There are also tabs for 'Attachments' and 'Audit Log'.

Step No:9

Step Description: Click on ab92547

Expected Result: ab92547 should be clicked

Actual Result: The Element: ClickProductList is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar with 'Reference #' and a magnifying glass icon is on the right. Below the header, a case record for reference # 200806-000075 is shown. The record includes a subject line, a reference number, and various fields for status, assigned user, disposition, contact, organization name, product, and category. The 'Product' field is highlighted with a blue border and a refresh icon.

ORACLE Service Cloud

Reference # SA

200806-000075

Summary Messages Contacts Details Time Billed Tasks Organization Web Visit Attachments Audit Log

Subject * how this product works, ab92547 product is not functioning properly

Reference # 200806-000075

Contact * Adam Smit

Status * Unresolved

Organization Name California Federation

Assigned [No Value]

Product [No Value]

Disposition [No Value]

Category [No Value]

Step No:10

Step Description: Select ProductList

Expected Result: ProductList to be selected

Actual Result: Element should have been "select" but was "div"

Build info: version: '3.141.59', revision: 'e82be7d358', time: '2018-11-14T08:25:53'

System info: host: 'ANITTALA', ip: '192.168.0.105', os.name: 'Windows 10', os.arch: 'amd64',
os.version: '10.0', java.version: '13.0.1'

Driver info: driver.version: unknown

Status: Fail

The screenshot displays the Oracle Service Cloud interface for a case with reference number 200806-000075. The case is titled "how this product works, ab92547 product is not functioning properly" and is currently in an "Unresolved" status. The user "Adam Smit" is associated with the case, and the organization is "California Federation". The "Product" dropdown menu is open, showing a list of product categories. The categories listed are: [No Value], ab92547, ab108410, ab64214, ab166858, ab119211, and ab7260. The "Product" field is currently set to "[No Value]".

Field	Value
Subject	how this product works, ab92547 product is not functioning properly
Reference #	200806-000075
Status	Unresolved
Assigned	[No Value]
Disposition	[No Value]
Contact	Adam Smit
Organization Name	California Federation
Product	[No Value]
Category	ab92547, ab108410, ab64214, ab166858, ab119211, ab7260

